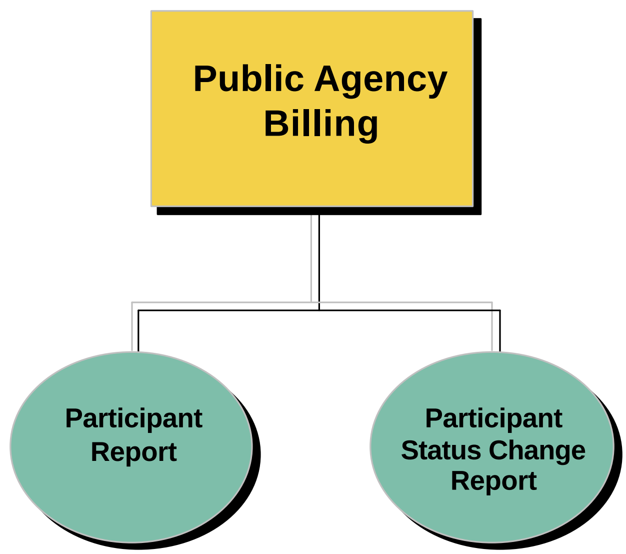
PUBLIC AGENCY BILLING

The Public Agency Billing folder will allow the option to view all Participants or Participants based on status change for a given coverage period:

- **Participant Report** - Roster of Participants who have health coverage under CalPERS
- **Participant Status Change Report** – All changes to a Participant's health coverage within a specified time frame



The Public Agency Billing feature within ACES:

- Is written for Employers to reconcile Participant health premiums on a monthly basis
- Is an inquiry-only system
- Contains Participant information extracted nightly from the CalPERS health and membership database
- Allows users to view information processed by CalPERS the previous day

Accessing Public Agency Billing

Account Administrators are responsible for granting Public Agency Billing access to themselves and / or other users via the User Account Maintenance function in ACES (see the Account Administrator section for details).

Security Rules for Employers

Employers can access information as follows:

- Only the current Employer can view a Participant's Health and Membership record
- Only the Employer from whom the Participant retired can view a Retiree's Health and Membership enrollment record

Public Agency Billing: Frequently Asked Questions

I reconcile bills for several agencies. How will I be able to do this in the Public Agency Billing System?

If your agency is one that reconciles the health insurance bill on behalf of another agency, you can retrieve the other agency's detailed information in the Participant Report and Participant Status Change Report within the Public Agency Billing folder. From the **Organization Name** field, click on the drop-down arrow and select the desired agency. Then follow the steps from the Participant Report and Participant Status Change Report pages of the ACES User Guide. If the agency's name is not in the drop-down list, please contact us at **888 CalPERS** (or **888**-225-7377).

What is the meaning of "As Of Date" in the Participant Report?

This reflects health enrollments updated by CalPERS as of the date shown.

What should I enter for the "As Of Date" in the Participant Report?

The "As Of Date" defaults to the current date. Change the date to the first day of the billing invoice month (e.g., If reconciling the January 2006 invoice, enter 01/01/2006).

What is the meaning of "Start Date" and "End Date" in the Participant Status Change Report?

This date range shows when the coverage change was updated to the CalPERS database. The date range cannot be greater than two months.

When selecting "Get Data," why does a "No data found" message appear?

The Retirement System field needs to be changed to "PERS," "Other Retirement," or "STRS." If the "As Of Date" is for a future month, that month's billing may not as yet be available.

When viewing the reports in Public Agency Billing, why does "N/A" appear in the Plan and Premium column?

There is a future transaction pending and no money has been charged.

How do I know if an adjustment was done on my Public Agency Billing Invoice?

Retroactive adjustments will be displayed in the Participant Report and the Participant Status Change Report. Adjustments will appear with the member name and SSN more than once. Click on the SSN of the participant to access Participant Inquiry to review Deductions tab.

I'm currently using ACES. What is the deadline to submit Health Benefit Enrollment Forms (HBD-12's) in order for them to reflect on the next bill?

If you are using ACES to submit your HBD-12s AND you are a school district, all transactions must be updated and viewable on ACES as of the last business day of every month. For example, any transaction that is updated and viewable on ACES in the month of July will be reflected on the August 15th bill (for the September coverage month). If the deadline is missed, retroactive adjustments will be reflected on the following bill.

If you are using ACES to submit your HBD-12s AND you are NOT a school district, all transactions must be updated and viewable on ACES by the 11th of each month. For example, any transaction that is updated and viewable on August 11th will be reflected on the August 15th bill (for the September coverage month). If the deadline is missed, retroactive adjustments will be reflected on the following bill.

I'm not currently using ACES. What is the deadline to submit Health Benefit Enrollment Forms (HBD-12s) in order for them to reflect on the next bill?

Please submit HBD-12s by mail to the CalPERS Health Benefits Office in a timely manner so that we may promptly process your changes.

I'm not currently using ACES Internet Forms or ACES File Transfer. With the Public Agency Billing System, how do I go about reporting Participants that are being added, terminated, or changing plans, etc.?

- For health enrollment changes such as add, change, or delete, continue to process an HBD-12 form
- For Non-PERS or STRS member status changes, please complete and submit a Health Plan Enrollee Information or Employment Status Changes form, HBD-86, to CalPERS. To obtain an HBD-86 form, please call the CalPERS Agency Request Line at 916-795-1493 or visit the CalPERS Web site: http://www.calpers.ca.gov/eip-docs/employer/er-forms-pubs/forms/pers-hbd-86.pdf . This form is for employers to modify demographic information reported to CalPERS such as name, address, SSN, or birth date changes. The HBD-86 form should also be used to report death or employment status changes such as separations from employment, temporary separation, **continuation of health coverage into retirement**, or returns from leave of absence.
- For PERS members, please continue to process the AESD-1 (Member Action Request) form to make appointment status, name, or address changes
- For Retirees with CalPERS Health Benefits, CalPERS is the Health Benefits Officer. Any changes can be made directly by the Retiree by contacting CalPERS at **888 CalPERS** (or **888**-225-7377).

NOTE: All documents should be mailed to CalPERS in a timely manner to ensure billing accuracy.

I currently use ACES Internet Forms or ACES File Transfer. For the Public Agency Billing System, will there be any changes in how I process my transactions online?

No, you should continue to follow the procedures outlined in the ACES User Guide.

If I have a Participant retiring that has Non-PERS or STRS retirement, how do I report it?

Please complete and submit an HBD-86 form to CalPERS in order for benefits to continue into retirement.

NOTE: All documents should be mailed to CalPERS in a timely manner to ensure billing accuracy.

When will our Public Agency Billing Invoice be mailed?

Invoices will be generated on the 15th of each month, or the next business day if the 15th falls on a weekend or holiday, and mailed the following business day. Your payment still must be received by the 10th of the following month and must be paid as billed.

I'm using Internet Explorer 6.0. When I clicked the "Printer Friendly Version" button, ACES downloaded information from a previous query. How can I fix this?

You need to alter your web browser's configuration to retrieve the most recent data. Please refer to Page 10 for instructions.

Will Pop-up Blockers affect the "Printer Friendly Version" function in ACES?

Pop-up blockers may prevent this feature of ACES from operating properly and must be temporarily disabled to allow proper operation. Hold down the "**Ctrl**" button on your keyboard while clicking on the "Printer Friendly Version" function to temporarily disable an installed Pop-up Blocker.

Why are the premiums due on my Public Agency Billing Invoice different than the ACES Public Agency Billing query?

When viewing your monthly Public Agency Billing Participant Report in ACES, it is important that the As Of Date entered is the same as the coverage month. Otherwise, your premium information will be different. Example: If the coverage month was August 2006, change the As Of Date to 08/01/2006.

Will I still be able to change my Public Agency Billing Invoice?

No, you must pay as billed.

What if I think the amount billed is not accurate?

You should not change the amount due on your Public Agency Billing Invoice. Your Public Agency Billing Invoice is generated based on the health enrollment information in the CalPERS database as of the date the invoice was generated. If any changes were made to a member's account after the billing invoice was generated, they will show on your next Public Agency Billing Invoice with an adjustment, if necessary.

What if I have overpaid the amount due on the Public Agency Billing Invoice?

Each billing invoice that is created generates an account receivable. If you overpay the amount due for any month, it will be reflected on the next month's billing invoice.

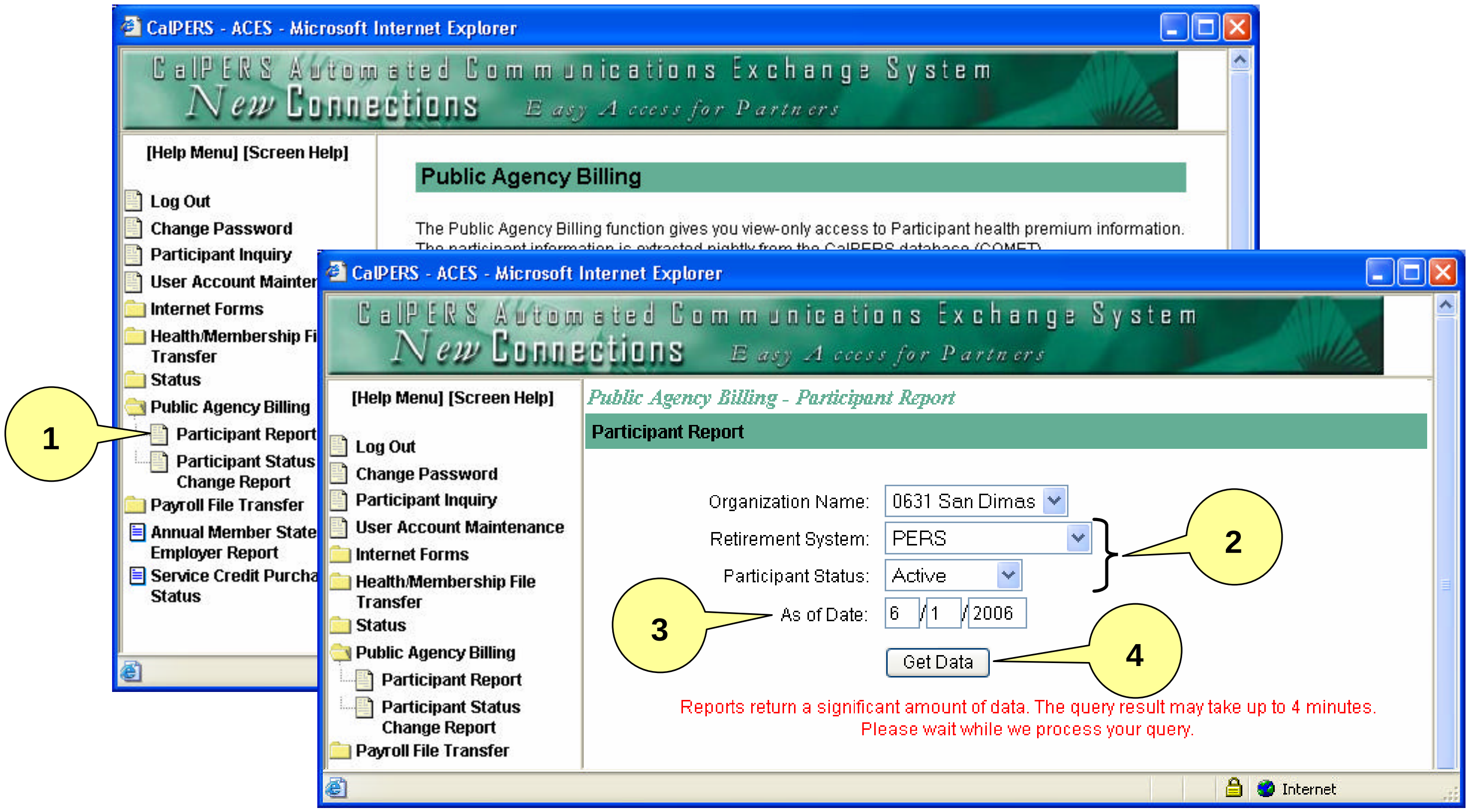
What if I have underpaid the amount due on the Public Agency Billing Invoice?

If you underpay the amount due, your account will be considered delinquent. The underpayment will show as a balance due on the next month's Billing Invoice. Any underpayment you submit could result in late fees and may initiate the agency termination process.

Participant Report

Participant Report includes all Participants with health coverage benefits as of a specific date.

1. Select the Public Agency Billing folder and click Participant Report.



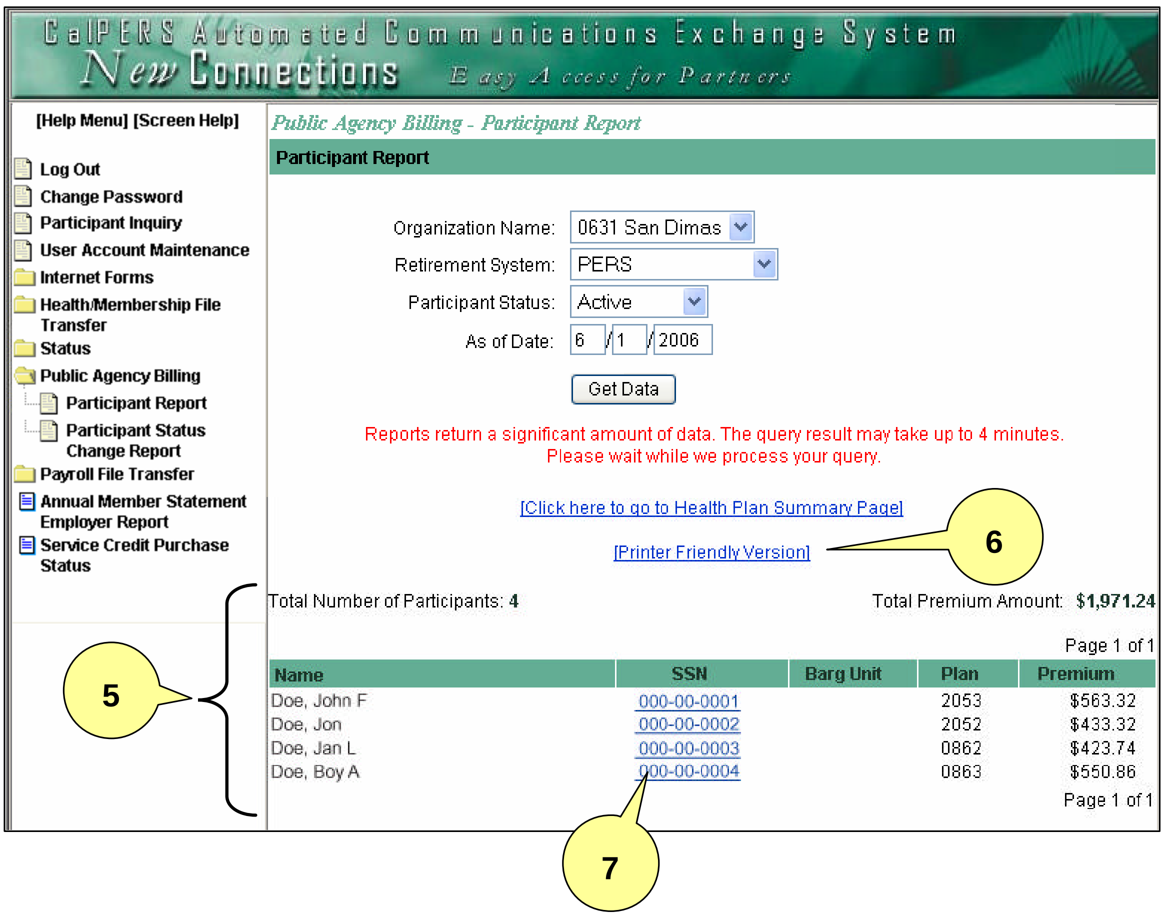
2. From the drop-down menu, select:

- **Retirement System** (PERS, STRS, Other Retirement, Judges Retirement or Court Participants)
- **Participant Status** (Active or Retired)

3. Enter the **As of Date**. This reflects health enrollments updated by CalPERS as of the date shown. If reconciling the monthly health premium bill, the beginning date of the billing cycle should be entered. (i.e., if reconciling the June 2006 bill, the As Of Date should be 6/01/2006.)

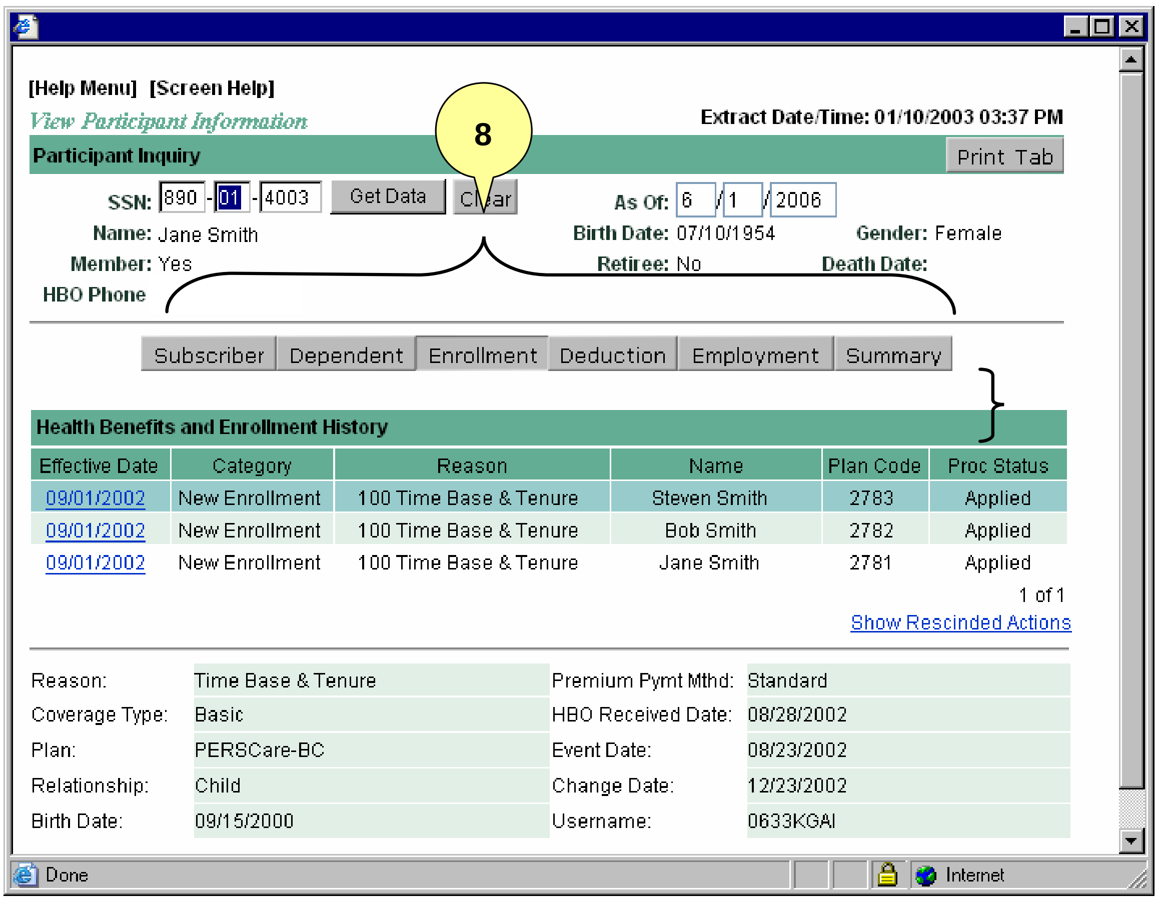
4. Click **Get Data**.

5. ACES will retrieve the information based on the selection criteria and display the following:
   - Total Number of Participants
   - Total Premium Amount
   - Information on individual Participants
6. Click Printer Friendly Version to access this information in an Excel spreadsheet.
7. Click the Participant's SSN to obtain detailed information on the individual Participant. This will link you to the ACES Participant Inquiry Enrollment tab.

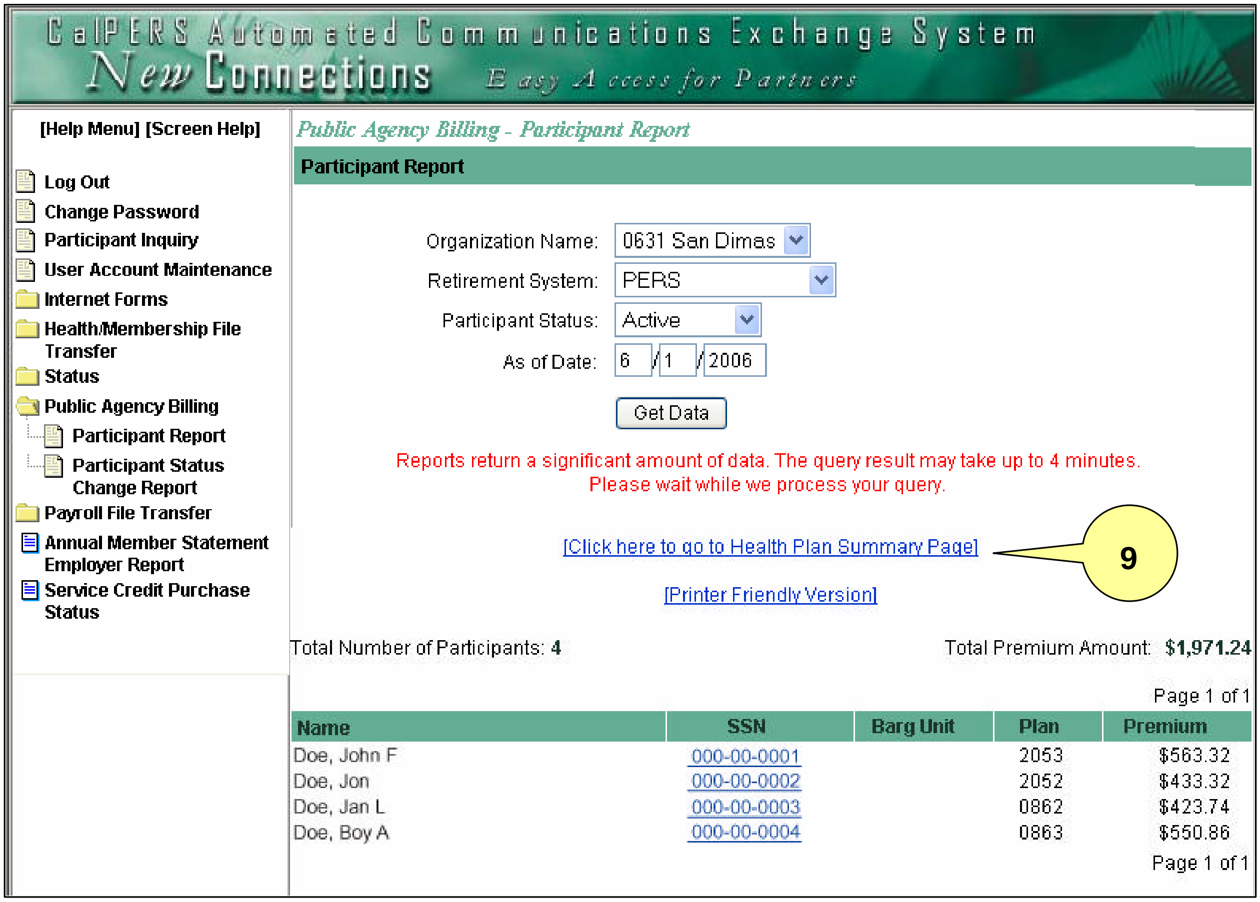


8. After clicking an SSN, the next page will provide detailed information on the Participant. Clicking on the various tabs will give you more details, including:

- Subscriber information
- Dependent information
- Enrollment information
- Deduction information
- Employment information
- Summary information



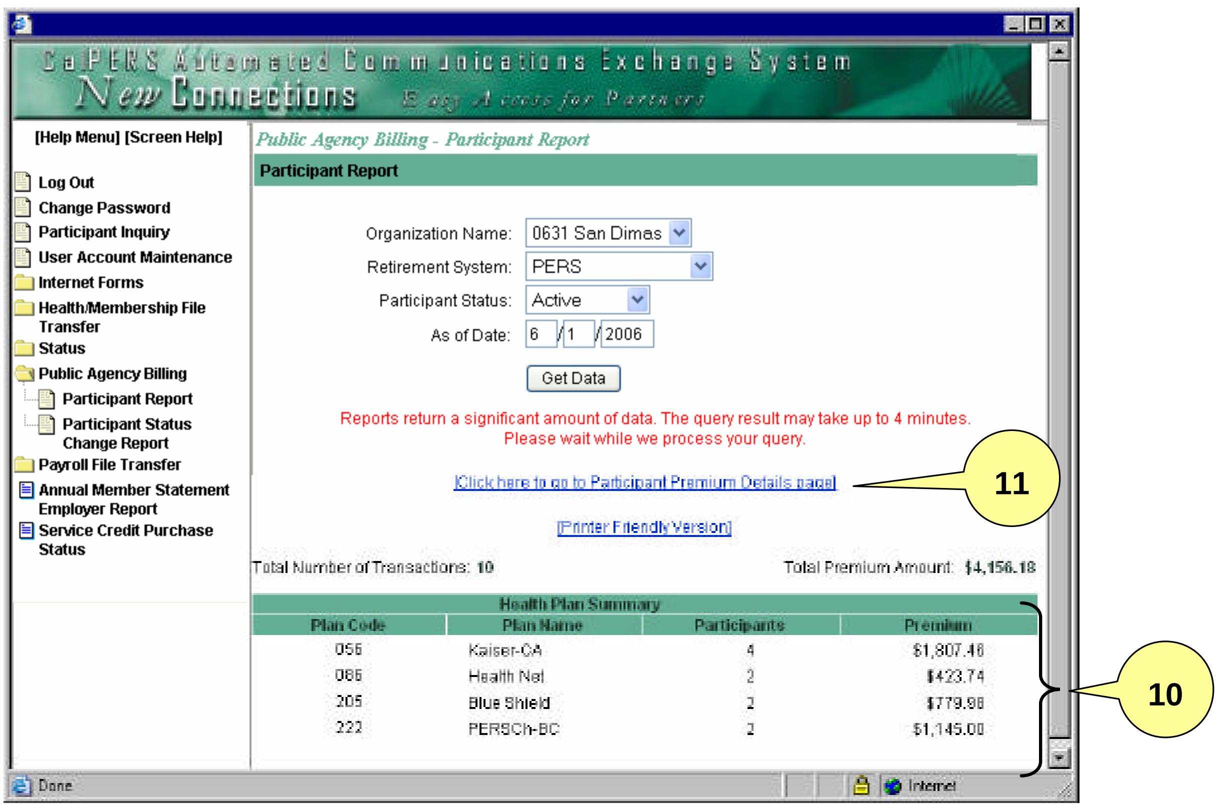
9. To view the Participant Health Plan Summary page, click: Click here to go to Health Plan Summary Page.



10. The screen below displays the Participant Health Plan Summary, which includes a summary of the following:

- Total Transactions (number of regular enrollment deductions and / or adjustments)
- Total Premium Amount
- Plan Codes
- Plan Names
- Number of Participants (Health Plan line items of regular enrollment deductions and / or adjustments)
- Premiums

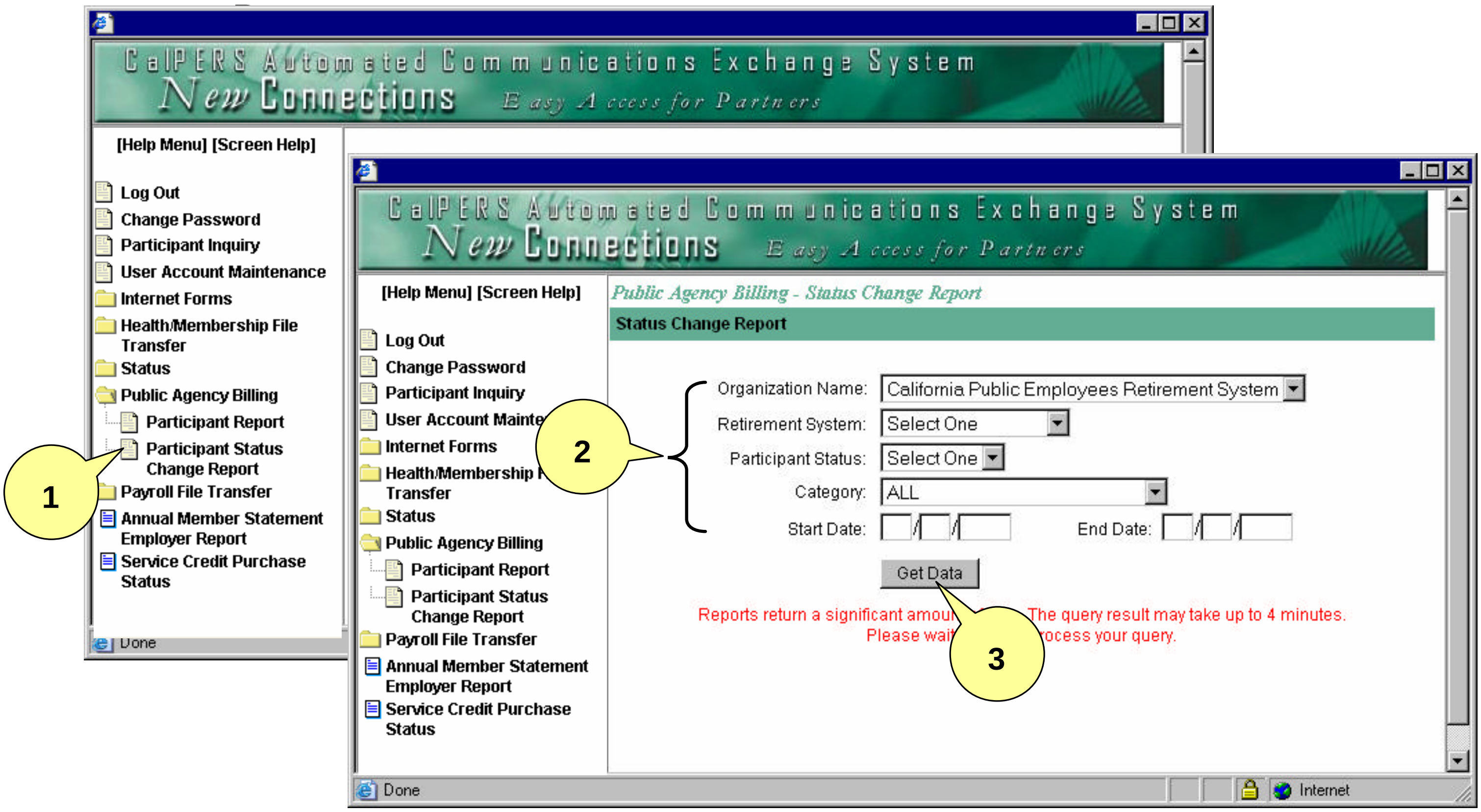
11. To return to the previous screen, click: Click here to go to Participant Premium Details page.



Participant Status Change Report

Participant Status Change Report includes any status changes made to a Participant's health coverage benefits for a specific timeframe.

1. Select the **Public Agency Billing** folder and click **Participant Status Change**



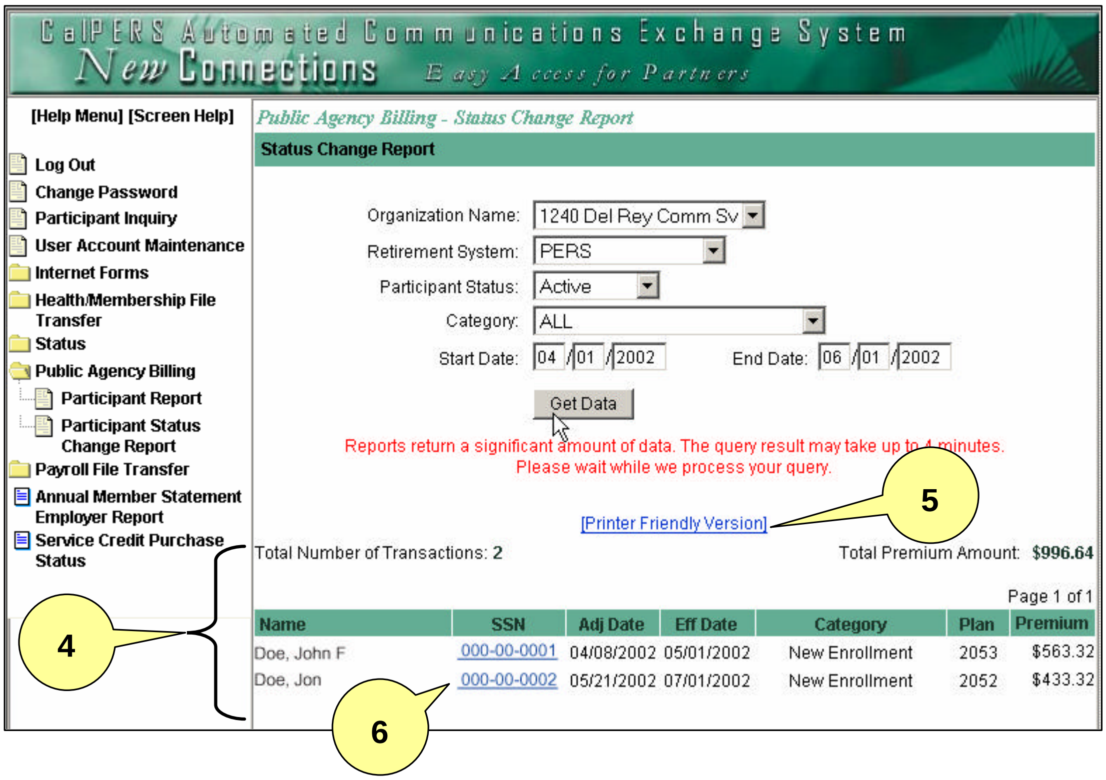
2. From the drop-down menu, select:
   - **Organization Name**
   - **Retirement System** (PERS, STRS, Other Retirement, Judges Retirement or Court Participants)
   - **Participant Status** (Active or Retired)
   - **Category** (All, New Enrollment, Add Dependent, Delete Dependent, Change Plan, Cancellation, Change Coverage Type, Premium Payment Method Change or Continued Eligibility)
   - Enter the **Start Date** and **End Date** of the coverage changes

NOTE: This is the time frame in which transactions were updated to the CalPERS database. The date range between the start date and the end date cannot exceed two months.

3. Click **Get Data**.

4. The system will retrieve the information based on the selection criteria and display the following:
   - Total Number of Transactions
   - Total Premium Amount
   - Information of changes to the individual Participants

NOTE: If a Participant's name appears multiple times, this indicates an adjustment was done on the Participant.



5. Click Printer Friendly Version to access this information in an Excel spreadsheet.

6. Click the Participant's SSN to obtain detailed information on the individual Participant. This will link you to the ACES Participant Inquiry Enrollment tab.

GLOSSARY OF TERMINOLOGY	
COLUMN NAME	**DEFINITION**
Name	Name of the Participant
SSN	Participant's social security number. Click on the Participant's SSN to view the enrollment screen in Participant Inquiry.
Adj Date	Adjustment date is the change date of the transaction
Eff Date	Effective date is the date the current enrollment status was effective
Category	The reason group heading used to identify the transaction reason type
Barg Unit	Bargaining Unit is the employee organization or bargaining unit designated in an agency resolution. Zero is a valid code for those agencies that do not have multiple bargaining units.
Plan	Health plan code
Premium	Participant's premium for health plan
FUNCTION BUTTONS	**DEFINITION**
Get Data	Searches for and displays the Participant's records based on the retirement system, Participant status, category, and the start and end date, according to the user's security access rights
Printer Friendly Version	Displays information in an Excel spreadsheet